



TASK ORDER (TO)

47QFCA19F0026 Modification P00002

Tactical Aerostat Systems (TAS)

in support of:

United States Border Patrol (USBP)



**Issued to:
Peraton, Inc.
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Herndon, VA 20170**

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**Task Order 47QFCA19F0026
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C.1 BACKGROUND

The United States (U.S.) Border Patrol (USBP) is the mobile, uniformed law enforcement arm of the U.S. Customs and Border Protection (CBP) within the Department of Homeland Security (DHS) responsible for securing U.S. borders between ports of entry. USBP's Program Management Office Directorate (PMOD) initiated a formal TAS Program in December 2014 due to emergent border security issues. The TAS Program provides land, air, and riverine domain awareness and persistent surveillance. The aerostat-borne technologies are a means of providing surveillance; they are utilized to detect, identify, classify, and track cross-border activity in the Rio Grande River Valley and in other known high-risk U.S. border areas. These systems can be strategically used to maintain surveillance in challenging terrain locations, over the horizon situations, and to detect and track targets at long range. These systems operate with a number of sensors and are deployed, operated, and maintained by contractors, with the USBP Agents utilizing the information gathered from the sensors to perform their mission.

C.1.1 PURPOSE

The purpose of this TO is to acquire contractor services that provide USBP with persistent surveillance at high-risk U.S. border areas. This entails sustaining the current aerostat system operations at all of their sites along the Rio Grande River Valley.

C.1.2 AGENCY MISSION

CBP is America's frontline, protecting the Nation from threats to our safety and economy, and preventing terrorists and terrorist weapons from entering the U.S. By protecting the nation's ports of entry, CBP secures the flow of people and goods into and out of the country while facilitating legitimate travel and trade. CBP's mission elements are defined in Table 1. As the law enforcement arm of CBP, the USBP enhances the Nation's safety, security, and prosperity through collaboration, innovation, and integration across the operational border security lifecycle.

Table 1: CBP Mission Elements

Mission Element	Definition
Predict	To anticipate illegal traffic actions prior to illegal activity.
Deter	To dissuade illegal cross-border activity into and out of the U.S. by creating and conveying a certainty of detection and apprehension.
Detect	To discover possible illegal traffic.
Track	To follow the progress/movements of possible illegal traffic.
Identify	To determine the detected entity (e.g., human, animal, conveyance, unknown).
Classify	To determine the level of threat or intent of the detected entity.
Respond	To employ the appropriate level of law enforcement resources to successfully address illegal traffic.
Resolve	To take final CBP action, whether criminally, administratively, or otherwise, against apprehended illegal traffic.

C.2 SCOPE

The scope of this TO includes all activities to support the USBP surveillance capabilities, currently consisting of operating and sustaining aerostat systems at TAS sites. Over the period of the TO, it is expected that technology will evolve and other similar surveillance platforms and sensor technologies may require integration and sustainment. Activities required under this TO include Program Management, Operations and Maintenance, Logistics, Engineering, Training, and Establishing and Decommissioning TAS sites.

The contractor shall provide all the personnel, equipment, supplies, storage, tools, materials, supervision, and other items and non-personal services necessary to perform the requirements of this TO, except for those items specified as Government furnished property and services.

C.3 CURRENT ENVIRONMENT

USBP currently has contractor operations and sustainment support for the TAS Program at sites in South Texas along the Rio Grande River Valley. The current TAS environment descriptions are in the TAS Standard Operating Procedures (SOPs).

C.4 OBJECTIVE

The objective of this TO is to provide a wide range of program support services for the TAS Program.

Additional TAS Program objectives for this TO are to:

- a. Achieve maximum system Operational Availability.
- b. Promote staffing efficiencies in management, operations, and maintenance at all sites and across functionalities.
- c. Deliver efficient and effective logistics management resulting in cost savings in materials and equipment.
- d. Provide near real time data to USBP related to inventory, weather, and system status.
- e. Respond rapidly to evolving mission requirements and emerging technologies.

C.5 TASKS

The contractor shall perform the following tasks, which are detailed below:

- a. Task 1: Provide Program Management Services
- b. Task 2: Provide Operations and Maintenance Services
- c. Task 3: Provide Logistics Services
- d. Task 4: Provide Engineering Services
- e. Task 5: Provide Training Services
- f. Task 6: Establish and Decommission Sites

C.5.1 TASK 1 – PROVIDE PROGRAM MANAGEMENT

The contractor shall provide program management support under this TO. This includes the management and oversight of all activities performed by contractor personnel, including subcontractors, to satisfy the requirements identified in this TO. The contractor shall facilitate

Government and contractor communications; use industry best-standards and proven methodologies to track and document TO requirements and activities to allow for continuous monitoring and evaluation by the Government; and ensure all support and requirements performed are accomplished in accordance with the TO.

C.5.1.1 SUBTASK 1.1 – COORDINATE A PROJECT KICK-OFF MEETING

The contractor shall schedule, coordinate, and host a Project Kick-Off Meeting (**Section F, Deliverable 2**) at the location approved by the Government. The meeting will provide an introduction between the contractor personnel and Government personnel who will be involved with the TO. The meeting will provide the opportunity to discuss questions that the contractor may have including technical, management, security issues, and travel authorization and reporting procedures. At a minimum, the attendees shall include the contractor's Key Personnel, the USBP TAS Program Technical Point of Contact (TPOC), the Federal Systems Integration and Management Center (FEDSIM) Contracting Officer's Representative (COR), the FEDSIM Contracting Officer (CO), and other relevant Government representatives.

At least three business days prior to the Kick-Off Meeting, the contractor shall provide a Kick-Off Meeting Agenda (**Section F, Deliverable 1**) for review and approval by the FEDSIM COR and the USBP TAS Program TPOC prior to finalizing. The agenda shall include, at a minimum, the following topics/deliverables:

- a. Points of Contact (POCs) for all parties.
- b. Personnel discussion (i.e., roles and responsibilities and lines of communication between contractor and Government).
- c. Staffing Plan and status.
- d. Security discussion and requirements (i.e., building access and badges).
- e. Invoicing requirements.
- f. Transition discussion.
- g. Operations Dashboard Solution.
- h. Monthly financial reporting

The Government will provide the contractor with the number of Government participants for the Kick-Off Meeting, and the contractor shall provide sufficient copies of the presentation for all present. The contractor shall draft and provide a Kick-Off Meeting Minutes Report (**Section F, Deliverable 3**) documenting the Kick-Off Meeting discussion and capturing any action items.

C.5.1.2 SUBTASK 1.2 – PREPARE A MONTHLY STATUS REPORT (MSR) AND CONVENE MONTHLY STATUS MEETINGS

The contractor shall develop and provide an MSR (**Section F, Deliverable 4 and Section J, Attachment O**). The MSR shall summarize the technical and managerial work performed by the contractor during the previous month, and shall also, at a minimum, include the following:

- a. Activities during reporting period, by task (include ongoing activities, new activities, and completed activities for each TAS site, and progress to date on all above mentioned activities). Each section shall start with a brief description of the task.
- b. Performance and system status metrics on operations for each site.

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- c. Monthly roll up of TAS site status reports.
- d. Description and status of any Engineering Change Proposals (ECPs).
- e. Problems and corrective actions taken. Also include all identified risks and mitigations.
- f. Personnel gains, losses, and status.
- g. Status of onboarding personnel.
- h. Government actions required.
- i. Schedule, if required, (show tasks, milestones, and deliverables; planned and actual start and completion dates for each) of any engineering changes of systems and/or site establishment and decommissioning activities.
- j. Summary of trips taken, conferences attended, etc. (attach Trip Reports to the MSR for reporting period).
- k. Financial Report review.
- l. Inventory status including:
 - 1. Any inventory issues, recommended corrective actions, and projected major logistical actions.
 - 2. Description of all known and/or anticipated parts obsolescence issues that could affect TAS operations and sustainment, and recommendations for resolutions of each instance.
- m. Process improvements, cost reductions, efficiencies, or accomplishments undertaken during the reporting period.

The contractor shall convene Monthly Status Meetings (**Section F, Deliverable 5**) to brief the FEDSIM COR, USBP TAS Program TPOC, and other Government representatives on the status of the TO and activities. The Monthly Status Meetings shall include, at a minimum, the progress to date on all items identified in the list above for the MSR. The purpose of the meetings is to ensure all stakeholders are informed of the monthly activities and the MSR, provide opportunities to identify other activities and establish priorities, and coordinate resolution of identified problems or opportunities. The Monthly Status Meetings may be held virtually or in-person at a location approved by the Government. The contractor PM shall provide minutes of the meetings in a Meeting Report (**Section F, Deliverable 6**), including attendance, a synopsis of issues discussed, decisions made, and action items assigned.

C.5.1.3 SUBTASK 1.3 – CONDUCT QUARTERLY IN-PROGRESS REVIEW (IPR) MEETINGS

The contractor shall conduct a formal IPR Meeting (**Section F, Deliverable 7**) at a location approved by the Government. The IPR Meeting shall provide a forum for Government review of progress, planning, and issues related to TO performance. The purpose of this meeting is to ensure that the Government has all the required information to make decisions, manage stakeholders, and coordinate activities. The quarterly IPR Meeting shall replace the Monthly Status Meeting for the month in which it is held. IPRs shall, at a minimum, include:

- a. Program status overview.
- b. Status of all activities at each system location (e.g., TAS site) including performance metrics of the systems and an overview of the inventory.

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- c. Planned activities for next month and quarter by task.
- d. Schedule of any engineering changes to systems and/or site establishment and decommissioning activities.
- e. Financial Report review.
- f. Staffing status for all TO activities by task.
- g. Identified risks and mitigations.
- h. Actions required by the Government.

The contractor shall provide a Meeting Report (**Section F, Deliverable 6**) for these meetings, including attendance, a synopsis of issues discussed, decisions made, and action items assigned, to the FEDSIM COR and USBP TAS Program TPOC. IPRs shall be conducted no less than quarterly; however, more frequent IPRs may be required. The IPR is historically attended by an average of seven to 12 total stakeholders, including contractor personnel, the FEDSIM COR, the USBP TAS Program TPOC, and other Government representatives.

The fourth quarter IPR meeting of each TO year shall serve as an overview of the entire TO year and as a closeout for the ending TO year. The fourth quarter IPR shall include the above IPR requirements, financial reporting information for the TO year, and planned actions required by the contractor and Government.

C.5.1.4 SUBTASK 1.4 – PREPARE A PROJECT MANAGEMENT PLAN (PMP)

The contractor shall prepare and deliver a draft and final PMP that is based on the contractor's solution and documents all TO requirements. The contractor shall utilize the PMP as the foundation for information and resource management planning. At a minimum, the PMP shall:

- a. Describe the proposed management approach and contractor organizational structure.
- b. Describe in detail the contractor's approach to communications, including processes, procedures, and other rules of engagement between the contractor and the Government.
- c. Describe in detail the contractor's approach to risk management under this TO, including methods for risk discovery and a list of identified risks and mitigation strategies.
- d. Describe in detail the contractor's approach to financial reporting under this TO.
- e. Contain detailed SOPs for all tasks.
- f. Include milestones, tasks, and how resources will be matrixed to the TAS sites.
- g. Provide for an overall Work Breakdown Structure (WBS) with a minimum of three levels and associated responsibilities and partnerships between Government organizations.
- h. Describe in detail the contractor's quality management methodology for accomplishing TO performance expectations and objectives. This shall include how the contractor's processes and procedures will be tailored and integrated with the Government's requirements to ensure high-quality performance. The contractor's quality management methodology shall include, but is not limited to, the following:
 - 1. Description of quality assurance methodologies for accomplishing TO performance expectations and objectives.
 - 2. Discussion of validated processes and procedures that provide high-quality performance for each Task Area and how these processes integrate with the Government's requirements.

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3. Performance monitoring methods.
4. Performance measures.
5. Approach to ensuring that cost, performance, and schedule comply with task planning.
6. Methodology for continuous improvement of processes and procedures, including the identification of service metrics that can be tracked in the TO.
7. Government roles.
8. Contractor roles.

The contractor shall provide the Government with a draft PMP (**Section F, Deliverable 8**) on which the Government will make comments. The final PMP (**Section F, Deliverable 9**) shall incorporate the Government's comments. The PMP is an evolutionary document that shall be updated as changes in the program occur (**Section F, Deliverable 10**). The PMP shall be reviewed and updated as needed on a bi-annual basis, at a minimum, and the contractor shall conform to the latest Government-approved version of the PMP. The contractor shall make the PMP electronically accessible to the Government at all times.

C.5.1.5 SUBTASK 1.5 – PREPARE AN INTEGRATED MASTER SCHEDULE (IMS)

The contractor shall prepare and deliver a resource- and cost-loaded IMS (**Section F, Deliverable 11**) as directed by the Government for all system engineering changes and for site establishment and decommissioning activities. The IMS is an evolutionary document that shall be updated with technical inputs and significant changes, as required. The contractor shall work from the latest Government-approved version of the IMS.

C.5.1.6 SUBTASK 1.6 – PREPARE TRIP REPORTS

The contractor shall complete a Trip Report (**Section F, Deliverable 12**) for each trip, unless the Government provides an exception when the request for travel is submitted. The contractor shall keep a summary of all long-distance travel including, but not limited to, the name of the employee, location of travel, duration of trip, and POC at travel location. Trip reports shall also contain Government approval authority, total cost of the trip, a detailed description of the purpose of the trip, and any knowledge gained. At a minimum, trip reports shall be prepared with the information provided in **Section J, Attachment G**.

C.5.1.7 SUBTASK 1.7 – PREPARE MONTHLY FINANCIAL REPORTS

The contractor shall provide Monthly Financial Reports (**Section F, Deliverable 13**) of cumulative expenditures along with the MSR submission to the FEDSIM COR and USBP TAS Program TPOC. The financial status report shall include at a minimum:

- a. Monthly expenditures by CLIN from the start of the Period of Performance.
- b. Projected monthly expenditures and labor hours starting with the current month through the end of the Period of Performance.
- c. Funded levels by CLIN.
- d. Labor hours incurred to date.
- e. Funds remaining by CLIN.

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- f. Diagram reflecting funding and burn rate by month at the task level.
- g. Cumulative invoiced amounts for each CLIN up to the previous month.
- h. Actual current and cumulative dollars expended for small businesses compared to subcontracting goals.

The contractor shall present a financial reporting format at the Project Kick-Off Meeting (Section C.5.1.1) for Government review. The Government will provide written approval of the proposed format via the FEDSIM CO or FEDSIM COR, and this approved format shall be utilized for the monthly financial reporting requirement. The Government may request updates to the format based on USBP requirements and needs. Any changes to the format will be requested in writing via the FEDSIM CO or FEDSIM COR.

C.5.1.8 SUBTASK 1.8 – PREPARE INCIDENT REPORTS

The contractor shall document any incident that occurs during system operations in accordance with the TAS Program Incident Report Guide (**Section J, Attachment K**). Incidents include, but are not limited to, the following:

- a. Prime mission equipment and ancillary equipment damage.
- b. Medical incidents (i.e., requires first aid or medical evacuation).
- c. Helium purity or aerostat lift/loss.
- d. Airspace violations or near misses.
- e. Security incidents.
- f. Vehicle incidents.
- g. Fire incidents.
- h. Electromagnetic interference occurrence.
- i. In-flight emergency recoveries.
- j. Other incidents that result in the system being Non-Mission Capable (NMC).

The intent of TAS Program Incident Report Guide is to ensure the proper authorities and leadership are notified of all incidents, prevent repeatable incidents, improve operational availability, and maintain a safe environment. Incidents at the TAS sites shall be reported immediately to the senior USBP Agent on site.

The contractor shall utilize the TAS Program Incident Report Guide to document the following reports and shall provide them to the FEDSIM COR and the USBP TAS Program TPOC:

- a. Initial Incident Report shall be provided within four hours.
- b. Full Incident Report shall be provided within 72 hours.
- c. After Action Report shall be provided ten days after the incident.
- d. Medical Incident Report shall be provided within 4 hours.
- e. Site Close Down/Evacuation Report shall be provided within 72 hours after the contractor has returned to the site.

C.5.1.9 SUBTASK 1.9 – PREPARE MEETING REPORTS

The contractor shall conduct, attend, and participate in various project related meetings. The contractor shall submit Meeting Reports (**Section F, Deliverable 6**) as requested to document results of meetings. The Meeting Reports shall include the following information:

- a. Meeting attendees.
- b. Meeting date.
- c. Meeting location.
- d. Meeting agenda.
- e. Purpose of meeting.
- f. Summary of events (e.g., issues discussed, decisions made, and action items assigned).

C.5.1.10 SUBTASK 1.10 – TRANSITION-IN

The contractor shall update the draft Transition-In Plan (**Section F, Deliverable 14**) provided with its proposal and provide a Final Transition-In Plan as required in Section F (**Section F, Deliverable 15**). The Transition-In Plan shall address the Tasks in Section C.5, identifying the roles and responsibilities of the offeror and incumbent, information expected from the incumbent, a draft schedule including the anticipated timeline for appropriate personnel security processing, and milestones to ensure no disruption of service.

The contractor shall ensure that there will be minimal service disruption to vital Government business and no service degradation during and after transition. The contractor shall implement its Transition-In Plan No Later Than (NLT) ten calendar days after project start, and all transition-in activities shall be completed 90 calendar days after project start.

C.5.1.11 SUBTASK 1.11 – TRANSITION-OUT

The contractor shall provide transition-out services when required by the Government. The Transition-Out Plan shall facilitate the accomplishment of a seamless transition from the incumbent to an incoming contractor/Government personnel at the expiration of the TO. The contractor shall prepare a draft Transition-Out Plan (**Section F, Deliverable 16**) NLT 180 days prior to expiration of the TO or as directed by the government. The contractor shall finalize the Transition-Out Plan (**Section F, Deliverable 17**) in accordance with Section F.

In the Transition-Out Plan, the contractor shall identify how it will coordinate with the incoming contractor and/or Government personnel to transfer knowledge regarding the following:

- a. Project management processes.
- b. POCs.
- c. Location of technical and project management documentation.
- d. Status of ongoing technical initiatives.
- e. Appropriate contractor-to-contractor coordination to ensure a seamless transition.
- f. Transition of Key Personnel.
- g. Transition of Government-Furnished Equipment (GFE).
- h. Schedules and milestones.
- i. Actions required of the Government.

The contractor shall also establish and maintain effective communication with the incoming contractor/Government personnel for the period of the transition via weekly status meetings or as often as necessary to ensure a seamless transition-out.

C.5.2 TASK 2 – PROVIDE OPERATIONS AND MAINTENANCE SERVICES

The contractor shall provide operations and maintenance services required 24 hours per day, seven days per week (24x7) to achieve maximum operational availability. The contractor shall provide properly trained, qualified, and experienced system operations personnel in accordance with **Section H.5**.

C.5.2.1 SUBTASK 2.1 – PROVIDE OPERATIONS SERVICES

The contractor shall operate all systems within manufacturer specifications and in accordance with operational and technical manuals. The contractor shall perform system activities (e.g., aerostat launch and recovery) and shall monitor and report the health of the systems while they are in flight and not in flight. The contractor shall operate the sensors and prepare the Data Outputs recorded during system operations. The Data Outputs shall be delivered to USBP by electronic means (e.g., DVD, CD, flash drive, removable hard drive, etc.) as requested.

The contractor shall operate and maintain the power systems, including GFE generators, at each TAS site. The contractor shall operate and maintain the communication systems, ensuring the Government has the ability to continuously monitor operations. The contractor shall provide a weather service for each TAS site. The contractor shall monitor and track the weather forecasting to ensure safe operations in all weather conditions.

C.5.2.1.1 SUBTASK 2.1.1 – MONITOR AND TRACK SYSTEM PERFORMANCE

The contractor shall monitor and track system performance. The system performance metrics are defined as the following:

- a. **Operational Availability:** The percentage of time that a system is operationally capable and actively performing its mission ($\text{Hours in Flight/Hours in Day} = \text{OA}\%$). A system is defined as operationally capable if it can provide Electro-Optical and Infrared (EO/IR) Full-Motion Video (FMV) to the on-site USBP Agents. A system's operational capability is delineated into three categories:
 1. **Fully Mission Capable (FMC):** System and all subsystems and sensors are fully functional and providing data.
 2. **Partially Mission Capable (PMC):** System is safely useable and capable of providing FMV data; however, not all subsystems and/or sensors are fully functional.
 3. **Non-Mission Capable (NMC):** The system cannot fulfill its primary capability of providing EO/IR FMV data to USBP.
- b. **Material Availability:** The percentage of time that a system is operationally capable. Mathematically, it is expressed as $\text{Operationally Capable Hours} / (\text{Hours in Day} - (\text{Weather Downtime} + \text{Government-Directed Action}))$. System operations are weather dependent; therefore, weather-related downtime shall be tracked but not included in the Material Availability calculation. Additionally, Government-directed actions

causing downtime shall be tracked but not included in the Material Availability calculation.

C.5.2.1.2 SUBTASK 2.1.2 – PREPARE DAILY AND WEEKLY ACTIVITY REPORTS

The contractor shall prepare Daily and Weekly Activity Reports for each system (e.g., the TAS site).

The Daily Activity Reports shall include, but not be limited to, the following information:

- a. Status: Site, system status (i.e., FMC, PMC, or NMC), hours aloft, hours moored for maintenance, other hour's moored, significant activities/detections, and major maintenance actions.
- b. Helium Status: Site, capacity, and remaining.
- c. Generator Status: Site, status (i.e, FMC, PMC, or NMC), and major maintenance actions.
 - i. FMC: The generator is capable of providing power for the mission.
 - ii. PMC: The generator is capable of providing power for the mission, but an issue requires special care when using the generator (e.g. the generator requires a jump because the battery is dead).
 - iii. NMC: The generator cannot be used to complete the mission.
- d. Visitor Report: Site, name, organization, and reason for visit.
- e. Major Activities: Summary highlighting any significant incidents/activities or providing situational awareness on critical system health and status issues.

The Weekly Activity Report shall summarize the prior week's daily activities, rolling up system, helium, and generator statuses. It shall also provide a narrative of any major incidents or activities that took place and address any significant maintenance activities, trends, or other actions that pose or may pose a risk to continued successful operations.

C.5.2.1.3 SUBTASK 2.1.3 – PROVIDE ACCESS TO AN OPERATIONS DASHBOARD

The contractor shall provide access to an Operations Dashboard which both Government-approved contractor personnel and Government personnel can access via unique user id and password. The Operations Dashboard shall be compliant with the most recent version of DHS 4300A and shall be available to users with a .gov account. The contractor shall provide the USBP TAS Program TPOC and the FEDSIM COR with a recommended Operations Dashboard Solution (**Section F, Deliverable 19**) at the Kick-Off Meeting. Once the FEDSIM COR has provided the contractor with authority to proceed, the contractor shall proceed with implementing the approved solution.

The objective of the Operations Dashboard is to provide near real time information on all system performance, activity reports, inventory, weather, and system status. The Operations Dashboard shall serve as a repository for all inventory data and shall allow the USBP TAS Program TPOC, FEDSIM COR, and other Government representatives the ability to see the utilization rates and maintenance status on all equipment, and the ability to forecast inventory needs. All Government information shall be provided in a format that is extractable as a database.

The Operations Dashboard, at a minimum, shall include the following information:

- a. System Performance (5.2.1.1)

- b. Activity Reports (5.2.1.2)
- c. Inventory
 - 1. Listing of all inventory, noting for each part the:
 - i. Manufacturer's name.
 - ii. Part number.
 - iii. Name, National Stock Number, or Local Stock Number (if applicable).
 - iv. Current quantity (if non-serialized part).
 - v. Serial number.
 - vi. Location.
 - vii. Service status (e.g., in-use, spare, in-repair, scrap/broken).
 - 2. Equipment warranty information.
 - 3. Equipment utilization.
 - 4. Equipment maintenance status.
- d. Weather data from both the ground weather station and the aerostat weather sensor.
- e. System status data from the aerostat sensors.

C.5.2.2 SUBTASK 2.2 – PROVIDE SITE MAINTENANCE SERVICES

The contractor shall provide all necessary services to sustain TAS sites including maintenance and repair of the flight systems, sensors, power systems, communication systems, and physical sites. The contractor shall accomplish the timely repair and/or replacement of broken systems, subsystems, assemblies, and components to achieve maximum Material Availability. The contractor shall provide other site services (e.g. sanitation, vegetation control, limited road maintenance). The contractor shall respond to emerging issues and problems as they occur and minimize any adverse effects on the systems Operational Availability. The contractor shall provide reach-back capability to troubleshoot, diagnose, and assist or lead in resolving system testing and field issues as they occur. This may include collaboration with the Original Equipment Manufacturer (OEM).

The contractor shall perform operational-level maintenance, intermediate-level maintenance, and depot-level maintenance. The contractor shall perform both preventative and corrective maintenance required to achieve maximum Material Availability.

C.5.3 TASK 3 – PROVIDE LOGISTICS SERVICES

The contractor shall provide logistics services to ensure the supplies required are available to complete the requirements of this TO. The contractor shall staff, coordinate, and manage all logistics tasks. The contractor shall obtain all materials and equipment in accordance with **Section H.12** of this TO to replenish stocks and to operate, maintain, and repair all systems. This includes spares, repair parts, and consumables for the systems and associated support equipment.

C.5.3.1 SUBTASK 3.1 – PROVIDE SUPPLY AND ASSET MANAGEMENT SERVICES

The contractor shall provide lifecycle supply and asset management services to ensure the availability of materials and equipment. The supply and asset management functions to be executed include, but are not limited to, the tasks listed below:

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- a. The contractor shall maintain accurate inventory records of all equipment including spare parts, repair parts, and consumables. This includes the tracking of part numbers, quantities, and warranties.
- b. The contractor shall securely store equipment in a contractor provided warehouse and provide inventory control for all equipment. All equipment shall be controlled, protected, and managed in a manner that will prevent damage and/or other losses while in the contractor's possession.
- c. The contractor shall determine required stocking levels based on utilization rates and reordering times, and shall set reorder points. The contractor shall notify the Government of any shortages or long lead replacement items.
- d. The contractor shall plan and coordinate the procurement and delivery of equipment to ensure deliveries meet required schedules. The contractor shall monitor the status of the orders and the projected delivery dates of ordered material and equipment.
- e. The contractor shall receive all delivered inventory shipped. The contractor shall inspect all inventory received to record product identification, product number, quantities received, lot number/serial number, expiration date, locator, visual damages, shortages and overages.
- f. The contractor shall provide qualified material handlers operating forklifts and other material delivery equipment, as required, for delivering materials and equipment between sites as well as removing equipment from sites. The contractor shall transport equipment between sites and any storage locations.
- g. The contractor shall provide packaging, handling, and transportation support for equipment.

C.5.3.1.1 SUBTASK 3.1.1 – TECHNICAL INSPECTION-IN

The contractor shall perform Technical Inspections on equipment in storage to determine its condition. The contractor shall utilize the TAS Estimated Current GFP Inventory, provided in the TAS SOP, to review all existing system equipment and determine the current condition at the start of the contract. This review shall provide a starting baseline for all equipment statuses. The contractor shall submit a Technical Inspection Report (**Section F, Deliverable 20**) NLT 30 business days after Project Start, at site establishment and at other times as directed by the Government. The Technical Inspection Report shall be a listing of all inventory and shall include, but not be limited to, the following information:

- a. Manufacturer name for each part.
- b. Part number.
- c. Part name.
- d. National Stock Number or Local Stock Number (if applicable).
- e. Current Quantity (if non-serialized part).
- f. Serial number.
- g. Location.
- h. Service status (in-use, spare, in-repair, scrap/broken).

The contractor shall refine the repair and maintenance schedule for all inventoried equipment based on the starting condition, utilizing existing TAS Program and OEM guidelines as a basis. If defects or failures are identified, the contractor shall submit a Full Incident Report including the loss and damages section (**Section J, Attachment K, Incident Report Guide**) to the USBP TAS Program TPOC and the FEDSIM COR. See Attachment K, TAS Program Incident Report Guide for the Full Incident Report template. The contractor shall evaluate and document the equipment condition, determine the extent of damage and repairs needed, and provide replacement parts based on maintenance requirements or equipment malfunction. The contractor shall replace part of the subsystems or systems, as appropriate, and track warranty returns.

The contractor shall perform Technical Inspections prior to first time use, repair, or turn-in of end items or components. Technical Inspections shall be made by technically qualified individuals, in accordance with **Section H.5**, assigned to a TAS site or maintenance activity.

C.5.3.1.2 SUBTASK 3.1.2 – TECHNICAL INSPECTION-OUT

The contractor shall provide a final Technical Inspection Report (**Section F, Deliverable 20**) listing all equipment and serial numbers NLT 60 days prior to the end of the final period of performance. The contractor shall determine the quantity, working order, and condition of all equipment at site decommissioning and as requested by the Government. All Government-Furnished Property (GFP) shall be returned to the Government or transitioned to a successor contractor immediately upon completion of the final period of performance.

C.5.3.2 SUBTASK 3.2 – PROVIDE MAINTENANCE MANAGEMENT SERVICES

The contractor shall schedule and coordinate all preventative maintenance services at each TAS site and ensure all corrective maintenance requests are responded to within four hours of initial notice.

C.5.3.3 SUBTASK 3.3 – ANALYZE AND REPORT SYSTEM SAFETY AND HEALTH HAZARDS

The contractor shall provide a System Safety and Health Hazards Report (**Section F, Deliverable 22**) that identifies and evaluates system safety and health hazards, defines risk levels, and establishes a program that manages the probability and severity of all hazards associated with contractual tasks. Safety and health hazards shall be managed consistently with mission requirements. All inherent hazards shall be identified, evaluated, and either eliminated or controlled to ensure minimum risk to personnel, equipment, and the environment. The contractor shall utilize the CBP Occupational Safety and Health Handbook (HB) 5200-08B and the Occupational Safety and Health Administration (OSHA) 1910 General Industries Standards for system safety in all developmental and sustaining activities. The contractor shall integrate the environment, safety, and occupational health risk management strategy into its systems engineering process.

C.5.4 TASK 4 – PROVIDE ENGINEERING SERVICES

The contractor shall perform all engineering and integration services for system operations, maintenance, information assurance, troubleshooting, equipment obsolescence, and Diminishing Manufacturing Sources and Material Shortages (DMSMS). The contractor shall provide integration of all new hardware and software applied to or inserted into the system configuration.

All changes to the systems shall be conducted through a Government-approved test and validation process. The contractor shall provide engineering recommendations and solutions to reduce overall costs or improve performance of the TAS Program. The contractor shall assist the Government in identifying new and emerging technologies for potential insertion into current and future programs to satisfy mission requirements based on a Business Case Analysis (BCA).

C.5.4.1 SUBTASK 4.1 – PERFORM ENGINEERING AND INTEGRATION

The contractor shall plan, document, and track system engineering and integration efforts using ECPs (**Section F, Deliverable 23**) in accordance with the most recent version of DHS Instruction 102-01-103. The Government ECP process is used to obtain engineering and integration work authorization for modifications of form, fit, and/or function of the systems. All system design changes shall be the result of ECPs approved by the TAS Program. The contractor shall prepare ECPs and documentation to support Government engineering review boards and configuration control boards. An ECP shall only be approved through the TAS Program configuration process by Government configuration change authority.

ECPs may cover changes to the following:

- a. All hardware and software.
- b. System platforms.
- c. Subsystems components.
- d. Payloads.
- e. Ground stations.
- f. Other ancillary subsystems.
- g. New system/technology.
- h. Interfaces to external systems.

Integration services shall include, but not be limited to:

- a. Analysis
- b. Design
- c. Prototyping
- d. Testing

The contractor shall provide the complete ECP package including, but not limited to, items such as analysis of alternatives, technology assessments, operational impacts, requirements impacts, system specifications, safety, resources, testing, logistics, and maintainability. The package shall include a fully resourced, cost-loaded schedule and top-level cost estimate. Engineering changes shall be documented and added to the contractor's Technical Data Package (TDP) (**Section F, Deliverable 24**), see Section C.5.4.2.1.

C.5.4.1.1 SUBTASK 4.1.1 – PERFORM CONFIGURATION MANAGEMENT (CM)

The contractor shall provide CM services for the systems in order to maintain technical and administrative control of the functional and physical characteristics of assets. The contractor shall identify and define the Configuration Items (CIs) in the system and control the change of these items throughout their lifecycle as well as report status of a CI during its lifecycle. The

contractor shall support and/or conduct periodic change boards or other CM-related meetings as required by the Government. The contractor shall manage the status accounting process, facilitate status review and change boards, and document review board results. The contractor shall maintain written CM processes and procedures and shall provide a written CM Plan (CMP) (**Section F, Deliverable 25**) to ensure accurate CM controls, implementation, accounting, and auditing for the system CIs and components. The contractor shall use MIL-HDBK-61A or EIA-649-B for guidance in drafting a CMP. The Government will review the contractor's CMP no less than annually, and the contractor shall deliver applicable updates with the Government's concurrence.

C.5.4.1.2 SUBTASK 4.1.2 – PROVIDE INFORMATION SYSTEMS SECURITY SERVICES

The contractor shall provide Information Systems Security services to address the security of information and computing resources for the systems. The contractor shall maintain the systems Certification and Accreditation (C&A) packages, hardware, and software in accordance with all applicable DHS-CBP policy, standards, and guidance. The contractor shall comply with the most recent version of applicable policy that includes National Institute of Standards and Technology (NIST) Special Publication (SP) 800-53, DHS 4300 A, and CBP HB 1400-05. The contractor shall implement and maintain security procedures and controls to prevent unauthorized disclosure of critical, sensitive, or controlled unclassified information.

The contractor shall perform information security activities including the following:

- a. Perform security risk analysis.
- b. Identify and assess system vulnerabilities and threats.
- c. Identify and implement corrective responses or mitigation procedures.
- d. Support the C&A process.
- e. Analyze security measure enhancements and/or upgrades.
- f. Administer the security (physical and Information Security (INFOSEC)) for the systems.
- g. Maintain security policies and procedures.

C.5.4.1.3 SUBTASK 4.1.3 – PERFORM TESTING AND EVALUATION SERVICES

The contractor shall conduct testing and evaluation services prior to deployment of new system, technology, or capability changes. Test activities include the development of the test plan, activities, procedures, and results. The contractor shall conduct testing, as required by all ECPs. The contractor shall submit a Test Plan (**Section F, Deliverable 26**) NLT two weeks prior to scheduled test start dates. Upon completion of testing, the contractor shall submit a Test Report (**Section F, Deliverable 27**) NLT two weeks after completion of a test.

The contractor shall conduct the following types of Test and Evaluation services:

- a. Hardware and Software Integration
- b. Developmental
- c. Operational

The Government will neither provide a testing facility nor reimburse the contractor for the construction of a new testing facility.

C.5.4.2 SUBTASK 4.2 – PROVIDE DOCUMENTATION AND DATA SERVICES

The contractor shall create and maintain the TAS technical guidance and instructions for system operators. The contractor shall create bulletins and/or modification work orders for all field and depot level modifications, material work orders, and minor alterations.

C.5.4.2.1 SUBTASK 4.2.1 – CREATE, MAINTAIN, AND UPDATE TECHNICAL DATA PACKAGE (TDP)

The contractor shall create, edit, distribute, and maintain TAS Program technical documents. This task includes documentation preparation, planning, development, quality assurance, and electronic distribution in a TDP (**Section F, Deliverable 24**). The contractor shall provide editable system, subsystem, or product drawings/models and associated lists with sufficient detail to facilitate the design, engineering, manufacturing, test and evaluation, and integration procedures necessary to enable the delivery of items that are functionally and physically interchangeable with the original items without any performance degradation. If a drawing or document is to be updated as a result of a Government-approved ECP and it is not available in its native file format, the contractor shall produce and deliver the document.

The contractor shall produce and deliver the following editable documents:

- a. Developmental design drawings and/or models to provide sufficient data to support the analysis of a specific design approach and fabrication of prototype material for test or experimentation. Data and lists required to present a design approach may vary from simple sketches to complex drawings, or a combination of both.
- b. Conceptual drawings and/or models to define design concepts in a graphic form and include appropriate textual information required for analysis and evaluation of those concepts.
- c. Commercial drawings and/or models to provide engineering and technical information in support of end products or designated portions thereof, which are commercially-developed items, Commercial Off-the-Shelf (COTS), or items not developed at Government expense. These data and lists shall be in accordance with the commercial design documentation practices of the contractor or supplier of the item.

The TDP shall support the sustainment and procurement of all necessary system COTS, proprietary, and manufactured components. The contractor shall provide an updated TDP when directed by the Government or within five business days of an ECP implementation.

C.5.4.2.2 SUBTASK 4.2.2 – CREATE, MAINTAIN, AND UPDATE TECHNICAL MANUALS

The contractor shall be responsible for development, changes, and revisions to TAS Program technical manuals and supplements, to reflect the latest Government-approved ECPs, hardware, and software changes. The contractor shall maintain the technical manuals to support all levels of operation and maintenance based upon Government-approved ECPs to hardware and/or software affecting the operation and maintenance of the system.

C.5.5 TASK 5 – PROVIDE TRAINING SERVICES

The contractor shall provide training to USBP Agents and to contractor personnel who are operating the systems. All contractor employees performing under the TAS TO shall be trained on all approved SOPs applicable to assigned tasks prior to performing the tasks in areas that may affect Government-owned products or equipment. The contractor shall maintain a records database of USBP Agents and contractor personnel trained.

C.5.5.1 SUBTASK 5.1 – DEVELOP A TRAINING PROGRAM

The contractor shall develop and implement a Training Program that defines the training requirements for all employees and USBP Agents performing system operations. The contractor shall develop and implement a Training Plan (**Section F, Deliverable 28**). At a minimum, the Training Plan shall include the following:

- a. Training method
- b. Training medium
- c. Training tools
- d. Frequency of training
- e. Audience
- f. Location
- g. Method to incorporate training feedback

C.5.5.2 SUBTASK 5.2 – TRAIN SYSTEM OPERATORS AND USBP AGENTS

The contractor shall develop the Training Curriculum (**Section F, Deliverable 29**) and provide training on system operations to USBP Agents and contractor personnel.

At a minimum, the contractor shall deliver the following TAS training:

- a. New System Operator Training
- b. System Operator Refresher Training
- c. Senior Level Training
- d. Engineering Changes

The contractor shall provide each student with applicable course material (e.g., handouts, diagrams, guides, etc.). The contractor shall furnish all supplies, equipment, and tools necessary to conduct the training courses.

C.5.6 TASK 6 – ESTABLISH AND DECOMMISSION SITES

The contractor shall establish TAS sites when directed by the FEDSIM CO or FEDSIM COR. When directed by the Government, the contractor shall advise the Government on site selection. Once a real estate agreement is in place for a new site, the contractor shall complete all site preparation within 14 calendar days. The contractor shall ensure the site is operational within 72 hours of final site preparation activities. The contractor shall decommission TAS sites when directed by the FEDSIM CO or FEDSIM COR, ensuring the site is returned to its original condition within 30 calendar days.

C.5.6.1 SUBTASK 6.1 – PERFORM SITE SURVEY AND SITE PREPARATION ACTIVITIES

The contractor shall develop a Site Survey Plan (**Section F, Deliverable 30**) in preparation of any new TAS program site. The contractor shall conduct initial site surveys when directed by the FEDSIM CO or FEDSIM COR that describe the civil, structural, mechanical, and electrical requirements to meet the operating requirements of the systems. The contractor's analysis shall consider site missions and equipment capabilities to achieve an optimal utilization of ground equipment. At a minimum, the Site Survey Plan shall include:

- a. Site overview.
- b. Project Schedule.
- c. Analysis and recommendations on site requirements, including:
 1. Required equipment.
 2. Equipment positioning.
 3. Communication systems.
 4. Airspace coordination.
 5. Frequency authorization.
 6. Other technical requirements.
- d. Computer-Aided Design (CAD) drawings in .dwg or .pdf formats showing layout of all site features.
- e. Safety Plan, including:
 1. OSHA requirements.
 2. A Site Safety and Health Officer (SSHO), who has completed the 30-hour OSHA Construction Safety Training and who will be on site at all times when work is being performed.
 3. Identification of hazards and mitigation for each hazard.
- f. Technical Inspection Report (**Section F, Deliverable 20**) per site.
- g. A plan to obtain all permits (local, state, and federal) required for construction of all site features and utilities, except for Federal Aviation Administration (FAA) permit fees, restricted operating zone approvals, and land use permits or agreements negotiated with the applicable landowner. The contractor shall assume obligations and shall comply with all the requirements and provisions of the permits, which are applicable to the work of this requirement. The contractor shall comply with any applicable terms and limitations stipulated in the land agreement(s) with the site owner.
- h. Plan to meet the requirements of the National Environmental Policy Act and with all terms stipulated in the Environmental Categorical Exclusion documents.

The contractor shall perform and complete all site preparation activities (**Section J, Attachment L**) within 14 days of an approved Site Survey Plan. All contractor accidents, involving injuries or property damage must be documented in accordance with the TAS Program Incident Report Guide (**Section J, Attachment K for incident reporting templates**).

C.5.6.2 SUBTASK 6.2 – DEPLOY AND INTEGRATE NEW SITES

After completion of the site preparation, the contractor shall deploy and integrate the systems to the new site within 72 hours. The contractor shall mobilize all necessary equipment to the designated site location and ensure the system is achieving maximum operational availability.

C.5.6.3 SUBTASK 6.3 – DECOMMISSION SITES

The contractor shall decommission TAS sites when directed by the FEDSIM CO or FEDSIM COR. The contractor shall package and prepare the systems and all inventory for shipment and shall dispose of all debris. The contractor shall provide a Technical Inspection Report to report the condition of inventory (**Section F, Deliverable 20**). The contractor shall ensure the decommissioned site is returned to its original state within 30 calendar days.